



## MANAGER I, DEPARTMENT OF MOTOR VEHICLES

Exam Code: 8MV13

Department:	Department of Motor Vehicles
Final Filing Date:	November 15, 2018
Type of Recruitment:	Departmental Promotional
Salary:	MONTHLY-RANGED-SALARY - \$4,181.00 - \$5,230.00
Employment Type:	Permanent Full-time Permanent Part-time Permanent Intermittent Limited Term Full-time Limited Term Part-Time Limited Term Intermittent
Exam Type:	State-wide

If you are currently on the Manager I, DMV eligible list, your eligibility will be abolished once the new eligible list is established. You must apply for this examination administration and pass the examination to gain eligibility on the new Manager I, DMV eligible list.

### EEO

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

### DRUG FREE STATEMENT

It is an objective of the State of California to achieve a drug-free state work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service and the special trust placed in public servants.

### WHO SHOULD APPLY?

This is a departmental promotional examination for the Department of Motor Vehicles. Applicants must:

1. must have a permanent civil service appointment with the Department of Motor Vehicles or meet the provisions of State Personnel Board Rules 234 or 235 by the final filing date; or
2. be a current or former employee of the Legislature, who resigned or was released from service, and with two or more consecutive years as defined in Government Code Section 18990; or
3. be a current or former non-elected exempt employee of the Executive Branch of government, who resigned or was released from service, and with two or more consecutive years (excluding those positions for which salaries are set by statute) as defined in Government Code Section 18992; or

## WHO SHOULD APPLY? - CONTINUED

4. be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code Section 18991.

**Persons applying using Veterans experience must submit a copy of their DD214 with their Standard State Application (STD. 678).**

## FILING INSTRUCTIONS

Standard State Applications (STD. 678) must be marked **"Manager I, DMV"** and submitted by the final filing date using one of the two options below:

**Postmarked by mail to:**

Department of Motor Vehicles  
Selection and Certification Unit  
**Manager I, DMV**  
P.O. Box 932315, MS E678  
Sacramento, CA 94232-3150

**OR**

**\*In person by 5 p.m. to:**

Department of Motor Vehicles  
Human Resources Branch  
"Selection & Certification Unit Drop Box"  
2415 1<sup>st</sup> Avenue, 1<sup>st</sup> Floor Lobby  
Sacramento, CA 95818

\*Standard State Applications (STD. 678) **must be placed in the "Selection & Certification Unit Drop Box" by 5 p.m. on the final filing date.** Standard State Applications (STD. 678) postmarked, personally delivered, or received via interoffice mail after the final filing date will **not** be accepted. Standard State Applications (STD. 678) will **not** be accepted via email or fax.

Dates printed on Mobile Bar Codes, such as Quick Response (QR) Codes provided by the United States Postal Service (USPS) are not considered "postmarks" for the purposes of determining timely submission of an application.

Standard State Applications (STD. 678) may be downloaded at the California Department of Human Resources' CalCareers website at [www.calcareers.ca.gov](http://www.calcareers.ca.gov). All applications/resumes must include "to" and "from" employment dates (month/day/year), time base, and official classification titles. Applications/resumes received without this information will be rejected.

**PLEASE PROVIDE AN ACTIVE EMAIL ADDRESS ON THE STANDARD STATE APPLICATION (STD.678), AS YOU MAY RECEIVE IMPORTANT EXAMINATION INFORMATION ELECTRONICALLY.**

## SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special testing arrangements, please mark the appropriate box on the Standard State Application (STD. 678). You will be contacted about specific testing arrangements.

## DEFINITION

**"Performing the duties of..."** To meet this requirement, the applicant must have the amount of experience in State service in the class (or be on a Training and Development Assignment or Temporary Appointment to the class) specified.

**"...in a class with a level of responsibility not less than..."** To meet this requirement, the applicant must have State service experience of appropriate type and length in a class at the same (or a higher) level of responsibility as the class specified.

## ELIGIBLE LIST INFORMATION

A departmental promotional eligible list will be established for the Department of Motor Vehicles. The list will be abolished 12 months after it is established unless the needs of the service and/or conditions of the list warrant a change in this period.

## REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as Either "I", "II", or "III", etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

### Either I

One year of experience in the Department of Motor Vehicles performing the duties of a Supervising Motor Vehicle Representative.

### Or II

Two years of experience in the Department of Motor Vehicles performing the duties of a Licensing-Registration Examiner, Department of Motor Vehicles; Control Cashier (Motor Vehicle Services), Department of Motor Vehicles; Control Cashier (Vehicle Registration), Department of Motor Vehicles; or Motor Vehicle Program Supervisor II.

### Or III

Three years of experience in the Department of Motor Vehicles performing the duties of a Motor Vehicle Representative, Range C (previously Motor Vehicle Field Representative, Range C or Motor Vehicle Technician, Range B).

### Or IV

Four years of experience in work emphasizing discussion with the public, at least two years of which must have been in work requiring a knowledge of the regulations of the State of California governing the registration of motor vehicles or the licensing of drivers. [Experience in California state service applied toward this requirement must include at least one year in a class with a level of responsibility not less than that of Supervising Motor Vehicle Representative; or at least two years in a class with a level of responsibility not less than that of Licensing-Registration Examiner, Department of Motor Vehicles; Control Cashier (Motor Vehicle Services), Department of Motor Vehicles; Control Cashier (Vehicle Registration), Department of Motor Vehicles; or Motor Vehicle Program Supervisor II; or at least three years in a class with a level of responsibility not less than that of Motor Vehicle Representative, Range C (previously Motor Vehicle Field Representative, Range C).] (College education may be substituted for two years of general, nonsupervisory experience on the basis of one year of education for six months of experience.)

## POSITION DESCRIPTION

The Manager I, DMV either (1) serves as a manager responsible for vehicle registration, driver licensing, and administrative activities of one of the smallest field offices; or (2) serves as operations officer of a larger field office; or (3) manages a large group of employees (as reflected in the approved allocation standards) assigned to a major function of a large field office; or (4) in a staff or specialized headquarter assignment, performs technical or managerial duties comparable in difficulty to the other assignments of this classification level.

**Positions exist statewide.**

## EXAMINATION INFORMATION

This examination will consist of an Experience Questionnaire, weighted 100%. Candidates must achieve a minimum passing score of 70% in order to be placed on the eligible list.

The Experience Questionnaire will be available in **December 2018/January 2019** to those candidates who meet the requirements for admittance to the examination, as stated on this examination bulletin.

## SCOPE OF EXAMINATION

### EXPERIENCE QUESTIONNAIRE - WEIGHTED 100%

The Experience Questionnaire will consist of statements designed measure how your work experience whether paid or volunteer has provided you the essential knowledge, skills, and abilities listed below.

## KNOWLEDGE AND ABILITIES

### A. Knowledge of:

1. Provisions of the California Vehicle Code and related laws and regulations with particular reference to sections relating to the registration and ownership of vehicles and licensing of drivers.
2. Organization, functions, policies, and procedures of the Department of Motor Vehicles.
3. Office management principles, methods, and equipment.
4. Principles of effective supervision.
5. Accepted methods of handling and accounting for money received.
6. The Department's Equal Employment Opportunity Program objectives.
7. A manager's role in the Equal Employment Opportunity Program and the processes available to meet Equal Employment Opportunity objectives.

### B. Ability to:

1. Analyze situations accurately and take effective action.
2. Gather and analyze data.
3. Speak effectively.
4. Prepare clear and concise reports
5. Establish and maintain friendly and effective working relationships with applicants, licensees, and others contacted in the work.
6. Read and write at a level appropriate to the classification.
7. Plan, organize, and direct the work of others.
8. Effectively contribute to the Department's Equal Employment Opportunity Program objectives.

## VETERANS' PREFERENCE

Veterans' Preference **will not** be granted for this examination, because it does not meet the requirements to qualify for Veterans' Preference.

## CAREER CREDITS

Career Credits **will not** be added to the final score of this examination.

## DISCLAIMER

Please click on the link below to review the official California State Personnel Board class specification:  
<http://www.calhr.ca.gov/state-hr-professionals/Pages/job-descriptions.aspx>.

## GENERAL INFORMATION

**For an examination with a written feature**, it is the candidate's responsibility to contact the Department of Motor Vehicles, Selection and Certification Unit at (916) 657-7553 three days prior to the written test date if he/she has not received his/her notice.

**For an examination without a written feature**, it is the candidate's responsibility to contact the Department of Motor Vehicles, Selection and Certification Unit at (916) 657-7553 three weeks after the final filing date if he/she has not received his/her notice.

**If a candidate's notice** of oral interview or Performance Test fails to reach him/her three days prior to his/her scheduled appointment due to a verified postal error, he/she will be rescheduled upon written request.

## GENERAL INFORMATION - CONTINUED

**Examination Locations:** When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. However, locations of interviews or performance evaluations may be limited or extended as conditions warrant.

**Standard State Applications (STD. 678) are available** at [www.calcareers.ca.gov](http://www.calcareers.ca.gov), local offices of the Employment Development Department, and the testing department on this examination bulletin.

**If you meet the requirements** stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be rated against predetermined job-related rating criteria. All candidates who pass will be ranked according to their scores.

**The Department of Motor Vehicles** reserves the right to revise the examination plan to better meet the needs of the state, if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules, and all competitors will be notified.

**General Qualifications:** Candidates shall possess the general qualifications of integrity, honesty, sobriety, dependability, industry, thoroughness, accuracy, good judgment, initiative, resourcefulness, courtesy, ability to work cooperatively with others, willingness and ability to assume the responsibilities and to conform to the conditions of work characteristic of the employment, and a state of health, consistent with the ability to perform the assigned duties of the class. Where the position requires the driving of an automobile, the employee must have a valid state driver license, a good driving record and is expected to drive the car safely. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history, and fingerprinting may be required.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, and 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

**Criminal Record Clearance Information:** Some positions, within various divisions of the Department of Motor Vehicles, are subject to fingerprinting and criminal records check requirements. The Department of Justice and Federal Bureau of Investigation will complete this check. Applicants will be notified during the hiring process if the position is affected by the criminal records clearance procedure. Criminal record clearance is a condition of employment in positions affected by this procedure.

**If Promotional Examinations Only:** Competition is limited to employees who have a permanent civil service appointment and military veterans that meet all the minimum qualifications. Under certain circumstances, other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices, or at [www.calcareers.ca.gov](http://www.calcareers.ca.gov).

**If High School Equivalence is required:** Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

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California Relay Telephone Service for the deaf or hearing impaired  
from TDD Phones: 1-800-735-2929 from Voice Phones: 1-800-735-2922

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